

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI 600 086
(For candidates admitted during the academic year 2023 - 2024)

M.A. DEGREE EXAMINATION, NOVEMBER 2023
HUMAN RESOURCE MANAGEMENT
FIRST SEMESTER

COURSE : CORE
PAPER : HUMAN RESOURCE MANAGEMENT
SUBJECT CODE : 23HR/PC/HM14
TIME : 3 HOURS **MAX. MARKS: 100**

Q. No.	SECTION A Answer ALL in 50 words (10x2= 20 marks)	CO	KL
1	What is human resource management?	1	1
2	Is HR a science or an art? State briefly.	1	1
3	What is meant by retrenchment?	1	1
4	What are the basic needs for promotion?	1	1
5	What do you mean by vestibule training?	1	1
6	Why do management carry out performance appraisal?	1	1
7	Mention few Statutory benefits.	1	2
8	What is the role of labour welfare?	1	2
9	What is the recent trends in HRM?	1	2
10	What are the elements of a grievance procedure?	1	2
Q. No.	SECTION B Answer any TWO questions from each K level not exceeding 600 words. (4X10=40 marks)	CO	KL
11	Explain the duties and responsibilities of a personnel manager.	2	3
12	Explain the steps involved in the recruitment process.	2	3
13	Elaborate the off-the job training methods.	2	3
14	Discuss the importance of motivation.	3	4
15	Enumerate the Vroom's expectancy theory and Porter lawler model.	3	4
16	What are the different approaches to HR audit? Explain.	3	4
Q. No.	SECTION C Answer any ONE question from each K level (2 x20 = 40 marks)	CO	KL
17	Briefly explain the benefits of incentive plans.	4	5
18	Explain the factors affecting wage and salary administration.	4	5

19	<p>In a mid-sized technology company, a case of chronic attendance issues and poor performance emerged within the marketing department. The HR manager was faced with the challenge of addressing the situation while maintaining a fair and constructive approach. To tackle the issue, the HR team initiated a disciplinary process that included verbal warnings, written warnings, and a performance improvement plan. Simultaneously, they conducted one-on-one coaching sessions with the employee to understand the root causes of the problems. This approach not only allowed the employee to improve their performance but also helped foster a sense of fairness and transparency within the organization. Ultimately, the employee successfully turned their performance around, and the case served as a valuable lesson in effective disciplinary action in HRM, demonstrating the importance of a structured, supportive, and empathetic approach in addressing workplace issues. Analyse the above case and formulate steps for disciplinary action.</p>	5	6
20	<p>In response to growing concerns about employee welfare and its impact on productivity and retention, GiGi Corporation, a leading tech company, initiated a comprehensive HRM transformation. Recognizing the need for a holistic approach, they introduced a range of innovative initiatives, including flexible work schedules, mental health programs, and personalized benefits packages. These changes resulted in a 15% increase in employee satisfaction scores and a 10% reduction in turnover rates within the first year. The case study demonstrates the importance of prioritizing employee welfare within HRM, highlighting the positive effects on both staff well-being and the organization's overall performance.</p> <p>Discuss the above case and design welfare measures.</p>	5	6
